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From: Byrne, Eric (DPH)
Sent: Wednesday, October 13, 2010 2:41 PM
To: Hanchett, James (DPH)
Subject: Incident# 650000 - Update

Hi Jim,

I'll be in Amherst on Monday afternoon to meet with Steve Lobik. I'll check in with you about the printers then.

-Eric

-----Original Message-----

From: ServiceDesk v11 Notification [<mailto:NoReply@Noreply.com>]
Sent: Tuesday, October 12, 2010 12:11 PM
To: Byrne, Eric (DPH)
Subject: Incident# 650000 NOT Acknowledged > 2 hrs.

Incident 650000 NOT Acknowledged

Assigned to: Byrne, Eric D

Customer: Hanchett, James L

Description: HSLI - VISIT - James called because there are 4 printers serviced in the Amherst drug lab.
413-545-2607

Status: Open

Reason: Incident# 650000 has not been Acknowledged for over 2 hours. Please update the Call Request.

Analysts, Click here for VG access: <https://gateway.hhs.state.ma.us/authn/index.jsp>

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.